ACCOUNT CREATION

Private Security Program

User Guide

Includes Application and Navigation Tips, information and screenshots for creating an online account for individuals registered in Private Security program

Texas Department of Public Safety

Contents

Landing Page Navigation Tips:

1. Individuals and businesses that have not been licensed by DPS should use the RED buttons to start a new application
2. Individuals, including owner/manager/partner/shareholders should use the Sign-In process to submit new, renewal, and update applications
3. Individuals that have not created their password protected account should use the Create New Account link
4. The bottom of this page has links back to DPS web pages that include information on using the TOPS application, regulatory information, and programmatic information.

Before you begin:

You will need the following information:
- Business or Individual Email address that is on file with DPS
- Company Name and Address Information
- Ownership and Shareholder information

FAQs are available on the [Private Security website](#)

How to begin:

Type in your email address and select "Create New Account" or "set up a password".

Complete all fields on the Create New Account screen
- Enter Email and Last Name as it appears in DPS Private Security records
  - Note for Business Stakeholders - Email used must match your record rather than the business email address
- Password must be at least 12 characters long, contain 2 lower case characters, 2 upper case characters, 2 numbers and 2 special characters
  - Special characters are any characters other than letters or numbers
- Answers to Security Questions must be unique and are not case sensitive.
  - You cannot choose the same security question – there must be three different questions
  - The answers to security question 1 cannot be the same as security question 2 or 3 (you cannot answer "Austin" to all three questions

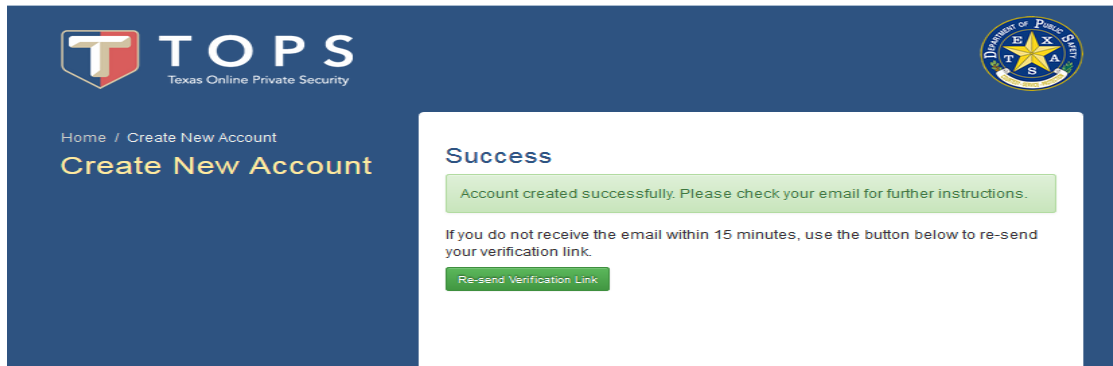Select "I'm not a robot" and follow the captcha instructions.
- Complete Captcha
- Select "Submit"

Email Validation

Check your email for a link. Select the link to verify that you have access to this email account.

NOTE: If an email has not been received with 15 minutes, select resend verification.

Sample Email

From: donotreply@dps.texas.gov [mailto:donotreply@dps.texas.gov]
Sent: Friday, February 24, 2017 1:20 PM
To: John.Sample@email.address
Subject: TOPS Email Verification

Thank you for registering to access the Texas Online Private Security (TOPS) system.

In order to verify your email address:

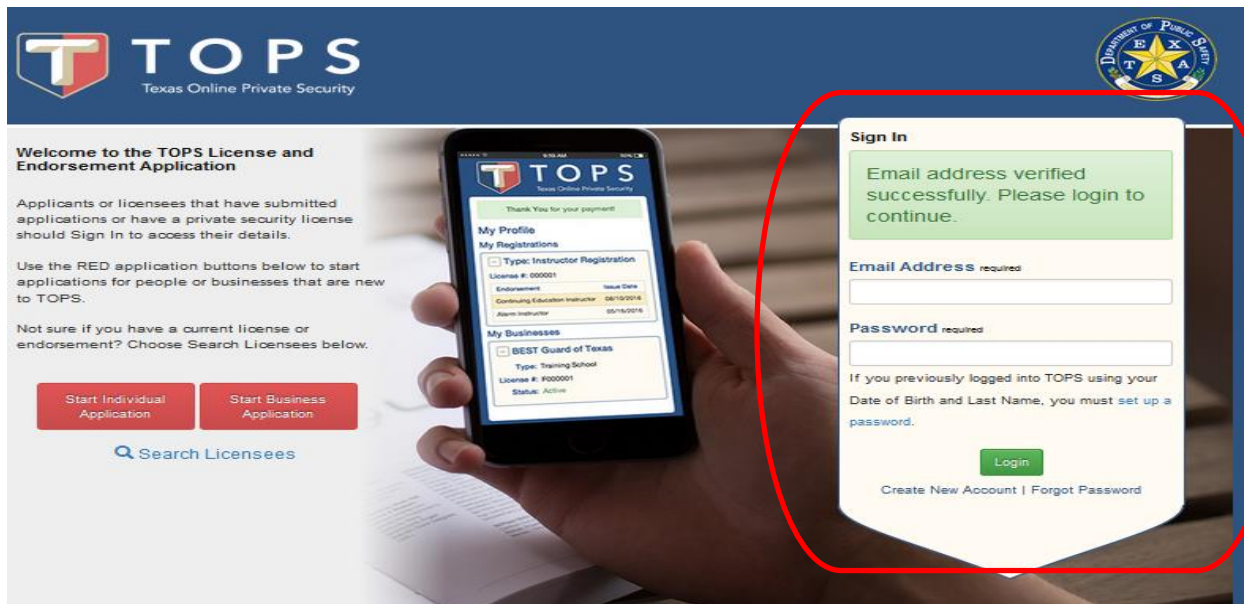1. Click on the link below:
    https://Dummy link

 2. Login to TOPS using the email address and password you created.

If you did not initiate this TOPS login account request, contact the TOPS customer contact center at 1-512-424-7293.

Regulatory Services Division
Texas Department of Public Safety

The link in the email will take you to the Sign in page and the green message shown below will be displayed indicating that the password setup is complete.

NOTE: If account creation is not successful, delete all email from DPS and try again. If you are still unsuccessful, please call the Regulatory Services Contact Center at 512-424-7293

After login, you will be taken to your MY Profile Page.

My Profile page